



October 25, 2016

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

**In the Matter of: Nomination for Universal Service Administrative Company  
Board of Directors, CC Docket Nos. 97-21 and 96-45**

RE: Nomination for state consumer advocate representative

Dear Ms. Dortch:

The National Association of State Utility Consumer Advocates (NASUCA),<sup>1</sup> hereby nominates Ms. Cynthia Kinser to be the representative of state consumer advocates on the board of directors of the Universal Service Administrative Company. As can be seen in the attached resume, Ms. Kinser has an extensive legal background with the Tennessee Attorney General's office, including heading the Consumer Protection and Advocate Division for approximately 20 years of her more than 26 years

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<sup>1</sup> NASUCA is a voluntary association of advocate offices in more than 40 states and the District of Columbia, incorporated in Florida as a non-profit corporation. NASUCA's members are designated by the laws of their respective jurisdictions to represent the interests of utility consumers before state and federal regulators and in the courts. Some members represent residential consumers within their states, including low-income consumers; other members represent residential and small business consumers; other members represent all utility consumers within their states. Members operate independently from state utility commissions as advocates primarily for residential ratepayers. Some NASUCA member offices are separately established advocate organizations while others are divisions of larger state agencies (*e.g.*, the state Attorney General's office). NASUCA's associate and affiliate members also serve utility consumers but are not created by state law or do not have statewide authority.

with the Attorney General's office. In this position, Ms. Kinser is responsible for advocacy on all utility and rate matters as well as civil consumer protection investigations. Ms. Kinser has had wide exposure to the field of telecommunications regulation and universal service policy in her time with the Attorney General's office

NASUCA believes that Ms. Kinser is highly qualified to serve on USAC's board of directors and offers its unqualified nomination of her appointment.

Sincerely,

A handwritten signature in dark ink, appearing to read "Robert Nelson", with a stylized, cursive script.

Robert A. Nelson, NASUCA President  
Montana Consumer Counsel  
111 North Last Chance Gulch  
Helena, MT 59601  
PO Box 201703  
Helena, MT 59620-1703  
(406) 444-2771

David Springe  
NASUCA Executive Director  
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(301) 589-6313  
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CC: Charles Tyler-Telecommunications Access Policy Division

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**CYNTHIA ELAINE KINSER**  
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Brentwood, Tennessee 37027  
E-mail: Cynthia.Kinser@ag.tn.gov  
(h) 615-373-5511 (w) 615-741-6422

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**Legal Experience:**

**Office of the Tennessee Attorney General, *Deputy Attorney General*** (May 2006 - present) Duties: managing and supervising the Consumer Protection and Advocate Division of the Tennessee Attorney General's Office. The consumer advocate and protection division is divided into two teams. The consumer advocate team primarily handles all the utility and rate matters on behalf of the public interest before the Tennessee Regulatory Authority. The consumer protection team primarily handles all civil consumer protection investigations and prosecutions for the State of Tennessee. The consumer protection team handles all civil investigations and prosecutions in the area of antitrust and unauthorized practice of law. For a two year period, the division also had a third team which handled false claims matters. The division staff consists of 28 including attorneys, financial professionals and support staff. Special case work: Volkswagen Emissions Consumer Protection Investigation, Standard and Poors.

**Office of the Tennessee Attorney General, *Deputy Attorney General*** (April 2005 - May 2006) Duties: established, managed and supervised the Tobacco Enforcement Division of the Tennessee Attorney General's Office. This division handled all issues relating to enforcement of the Tobacco Master Settlement Agreement and statutes relating to the sale of tobacco products in Tennessee. The division staff consisted of a deputy, team leader, attorney, 2 paralegals and a secretary.

**Office of the Tennessee Attorney General, *Deputy Attorney General*** (March 2002 - April 2005) Duties: managed and supervised the Bankruptcy Division of the Tennessee Attorney General's Office. This division handled bankruptcy issues for the various departments and divisions of state government. The division staff consisted of the deputy, 1 senior bankruptcy attorney, 8 attorneys, 4 paralegals, 2 bankruptcy specialists, 6 administrative clerks and 3 secretaries. *Special case work:* Murray, Inc. Chapter 11 Bankruptcy, TSAC v. Hood, United States Supreme Court

**Office of the Tennessee Attorney General, *Deputy Attorney General*** (October 1, 2000 - March 1, 2002) Duties: managed and supervised the Consumer Advocate and Protection Division of the Tennessee Attorney General's Office. The consumer advocate and protection division was divided into two teams. The consumer advocate team primarily handled all the utility and rate matters on behalf of the public interest before the Tennessee Regulatory Authority. The consumer protection team primarily handled all civil consumer protection investigations and prosecutions for the State of Tennessee. Additionally, the consumer protection team handles all civil investigations and prosecutions in the area of charitable solicitations and unauthorized practice of law.

Jointly with the antitrust division, the consumer protection team also handled all civil health care fraud investigations and prosecutions for the State of Tennessee. The division staff consisted of the deputy, 10 attorneys, 4 paralegals, 6 analysts, 1 economist, an investigator and 4 secretaries. *Special case assignment:* Bridgestone/Firestone, Inc.

**Office of the Tennessee Attorney General, Deputy Attorney General** (December 1995 - September, 2000) Duties: managed and supervised the Consumer Protection Division of the Tennessee Attorney General's Office. The consumer protection division handled all civil consumer protection investigations and prosecutions for the State of Tennessee. Additionally, the consumer protection division handled all civil investigations and prosecutions in the area of charitable solicitations and unauthorized practice of law. Jointly with the antitrust division, the consumer protection division also handled all civil health care fraud investigations and prosecutions for the State of Tennessee. The division staff consisted of the deputy, 5 consumer protection attorneys, 1 unauthorized practice of law attorney, 1 unauthorized practice of law/qui tam paralegal, 3 consumer protection paralegals and 2 secretaries. *Special case assignment:* Multistate settlement with Sears Roebuck & Company regarding bankruptcy reaffirmations.

**Office of the Tennessee Attorney General, Assistant Attorney General** (March 1990 - November 1995) Duties: conducting consumer protection investigations and litigation emphasizing telecommunications and sweepstakes issues, settlement negotiations, preparation of pleadings, conducting discovery including pre-filing discovery, monitoring and overseeing restitution processes; review of nonprofit, merger and acquisition matters primarily in the health care area. Participated as a representative of the State Attorneys General on the United States Department of Justice Telemarketing Fraud Task Force for approximately two years. *Special case assignments:* Review of the non-profit Nashville Memorial Hospital's acquisition by Columbia/HCA, a for-profit entity under Tennessee non-profit law. Served as an assistant attorney general in the Consumer Protection Division and Antitrust Division.

**The Honorable Judge J. S. Daniel, Judicial Clerk/Court Officer** (March 1989 - March 1990) Duties: research, writing, editing, docket auditing and general courtroom assistance.

**Edward L. Hiland, Law clerk** (July 1988 - January 1989) Duties: research, preparation of pleadings, motions and briefs, trial preparation and investigation, and participation in client interviewing.

**Stetson University College of Law, Research Assistant to Professor Thomas Marks** (May 1987 - July 1988) Duties: conducted ongoing research and writing, proofreading, citation verification, index preparation and writing emphasizing state and federal constitutional law issues.

**Pinellas County Public Defender's Office, Interviewer** (January 1987- May 1987) Duties: conducted interviews of detained clients to identify relevant information about the client's background and the alleged crime.

### **Teaching Experience:**

**Belmont College of Law, *Adjunct Professor*** (January, 2012-present) Duties: established the Tennessee Attorney General's extern program with Belmont College of Law and oversee the students participating in the program each semester.

NAGTRI, Faculty member-Assisted in the development of the Anatomy of a Complex Case. Taught in a mobile course for the Florida Attorney General's office.

**Vanderbilt College of Law, *Externship Co-Supervisor*** (January 2012 – present) Duties: Oversee the Vanderbilt students participating the Tennessee Attorney General's externship program each semester.

**University of Tennessee, *Externship Supervisor*** (January 2016)

**The Institute of Perception, *Panelist/Speaker*** (2012-present) Advertising Claims Support: Case Histories and Principles.

### **Educational Background:**

**Stetson University College of Law, Saint Petersburg, Florida** (August 1986 - July 1988) *Juris Doctorate* degree awarded.

Activities and Honors: Graduated *cum laude*, Honor Court Representative, Stetson Law III Scholarship Recipient, American Jurisprudence Book Award in Criminal Procedure I, Honor Roll, and Academic Affairs Committee.

Clinics: Civil Clinic for the Elderly, and Civil Clinic at Gulfcoast Legal Services.

**Vanderbilt University, Nashville, Tennessee** (January 1986 - May 1986), Psychology Graduate School.

**University of South Carolina College of Law, Columbia, South Carolina** (August 1985 - December 1985)

Activities and Honors: Law I Scholarship Recipient, American Jurisprudence Book Award in Constitutional Law, and Honor Court Representative.

**Vanderbilt University, Nashville, Tennessee** (July 1982 - July 1985) *Bachelor of Science* degree awarded with major in Psychology and minor in History.

Activities and Honors: Graduated *cum laude* in three years, Research Assistant to Professor Masters, participant in Vanderbilt at Oxford University program, Resident Advisor, Admission's Office Assistant, Honor Council Member and Gamma Beta Phi Sorority.

### **Other Work Experience:**

**Stetson University College of Law, *Student Admissions Counselor*** (November 1986 - July 1988) Duties: conducting tours and counseling sessions for perspective students.

**Venturetek Incorporated, *Executive Assistant*** (December 1985 - June 1986)  
Duties: Bookkeeping, payroll, program layout, advertising and computer work.

**Vanderbilt University, Admissions Tour Guide** (1982-1985) Duties: Conducted tours of the campus and promoted the university to prospective students.

**Honors:**

**National Association of Consumer Agency Administrators (NACAA), *Vice President of Public Policy***, (May 1998-June 2000) Member (1998 - present): Received award for outstanding contribution to NACAA's public policy mission in June, 2000; Received the NACAA Consumer Advocate of the Year Award (June, 2005).